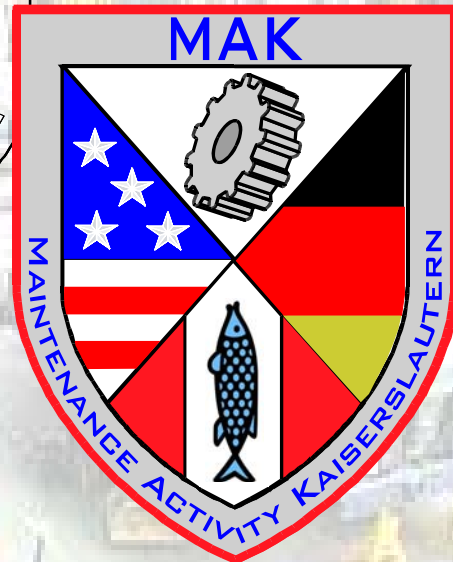


THE MAINTENANCE ACTIVITY KAISERSLAUTERN (MAK)

(authorized Special Repair Activity)

"Center of Excellence in Maintenance"



ISO 9001:2000 Certified

Your partner in USAREUR

An aerial photograph of a city, likely Kaiserslautern, showing a river, roads, and green spaces. The image is slightly faded to serve as a background for the text.

FOREWORD

Dear Customers,

We would like to introduce the Maintenance Activity Kaiserslautern and show you how we can support you. Should you have any questions or need more detailed information, please feel free to contact us, in accordance with the phone roster later in this brochure.

We are fully convinced that we can do much more for you, than this brochure can show. Just ask us!

Sincerely

Management, MAK

MAK – Quality Policy

Our QM system focuses on the following major criterias:

- The continuous improvement of the Quality of our services and products and to adapt our Quality to the technical and economical requirements of our customers in order to obtain the optimum on customer satisfaction.
- To inspire the awareness of everybody in the entire organization to treat the requirements and wishes of internal and external customers in a quality oriented manner.
- To create a pleasant work environment within our possibilities by means of constructive teamwork and therefore obtain a positive work climate.
- The basis of our work is producing Quality work by avoiding and not by correcting mistakes.

Everybody is responsible for Quality, no matter if you are a laborer or member of the management

MAINTENANCE ACTIVITY KAISERSLAUTERN

CMR 429

APO AE 09054

02 Jan 04

AERSC-MAK

Quality Goals

"We will provide, and continually improve, DS & GS maintenance and component repair support that meets or exceeds our customers expectations for quality and timeliness". Specifically, our goals are to:

- **Maintain a 98% or greater customer satisfaction rate, as measured by GSC-E.**
- **Maintain an average GSRR - TAT below 90 days**
- **Accomplish GSMP production IAW the GSC-E maintenance schedule and guidance.**
- **Maintain a safe work environment with a reportable accident rate below 1.5% (GSC-E's goal).**
- **Conduct climate survey's frequently to review and update programs used to improve the work environment and employee satisfaction.**



CERTIFICATE

**The TÜV CERT Certification Body
of TÜV Hessen**

hereby certifies in accordance with
TÜV CERT-procedures that



**Maintenance Activity Kaiserslautern
D-67619 Kaiserslautern**

has established and applies a
quality management system for

**Provide General Support and back-up Direct Support Maintenance of
tracked and wheeled vehicles for Theater Stock and
United States Army Europe units.**

**Provide Army Working Capital Fund component repair,
to include Depot Overhaul, IAW Specialized Repair Authority.
Conduct an Automotive Apprenticeship Program.**

An audit was performed, Report No. **4098 7137**
Proof has been furnished that the requirements according to

DIN EN ISO 9001 : 2000

are fulfilled. The certificate is valid until **31. March 2006**

Certificate Registration No. **73 100 1134**



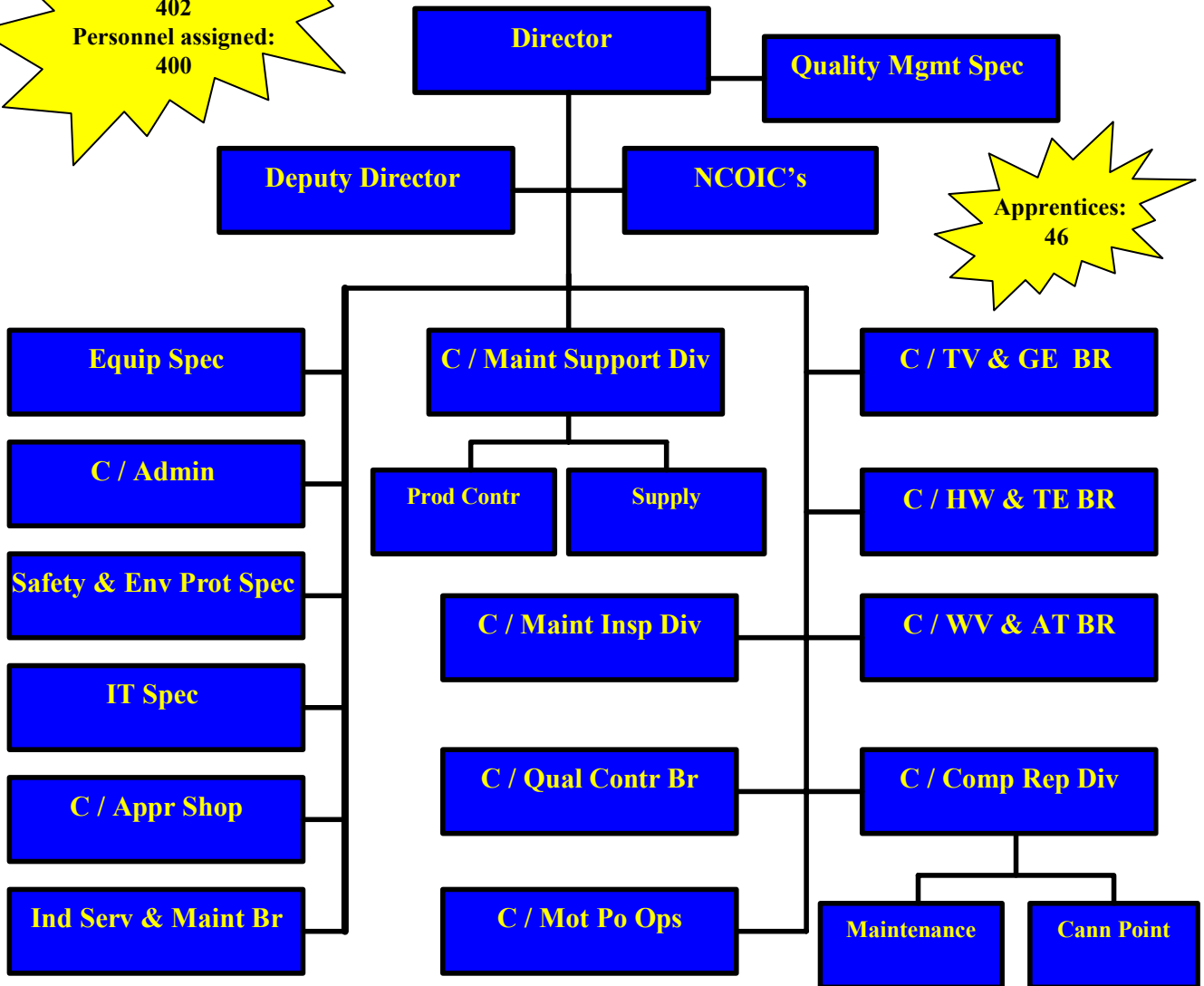
Validity verifiable
www.tuevclub.com
Cert-GB-01/2001

Darmstadt, 31. März 2003


TÜV CERT-Certification Body
of TÜV Hessen

MAK - Structure

Personnel Authorized:
402
Personnel assigned:
400



Apprentices:
46

MAK HISTORY

The history of the Maintenance Activity Kaiserslautern (MAK) dates back to 1949, when maintenance personnel of the Hanau Engineer Depot provided engineer equipment repair of the 57th and 507th Engineers.

In 1950, in response to the Berlin Blockage and the outbreak of the Korean War, Army planners decided to stockpile strategic reserves west of the Rhine. The Rhine Engineer Depot (RED) in Kaiserslautern was one of the depots.

Construction of the base shop repair facility, which is still in use today (bldg 2233), began in 1951 and was completed in 1952. In 1959 the depot was renamed Kaiserslautern Army Depot (KAD), a name it retained until 1982. Until the mid-70's the main mission of KAD was the repair of heavy engineer equipment to include locomotives, amphibious equipment, and river crossing equipment. The repair and return to users mission was expanded in 1969 to include repair of theater reserve stocks. In 1978 KAD began to rebuild M60A1 tanks and other combat tactical vehicles.

In 1981, the Base shop was renamed Kaiserslautern Maintenance Center (KMC). In the 1980's, KMC was involved in large-scale rebuild programs of the 2.5 ton truck, jeeps, and M1 tanks. KMC's largest customer was 200th MMC, who determined the annual workload for the Army Working Capital Fund (AWCF) of components based on customers needs.

In 1998, KMC was renamed to Maintenance Activity Kaiserslautern (MAK) and in 2003 MAK became a independent unit under the umbrella of GSCE.



MISSIONS OF MAK

Today, MAK is the largest Army-operated DS/GS maintenance activity in USAREUR, providing the theater with over 300,000 work hours annually.

Missions added in the 1990's included back-up DS to the 37th Transportation Command, DLR screening and SRA repair of M1A1 tank components.

Our daily missions have expanded to include the following:

- *Provide GS Maintenance to USAREUR*
- *Component repair for theater supply system Army Working Capital Fund (AWCF)*
- *End item repair for theater supply system - General Support Repair Program (GSRP)*
- *End item repair and return to supported Direct Support Units - General Support Repair & Return Program (GSRR)*
- *Execute reimbursable repairs for USAREUR*
- *Theater Fleet Refurbishment Program (TFRP)*
- *Provide backup DS maintenance to 37th TRANSCOM & 5th Maintenance*
- *Controls and operates DPC stations 4 & 5 (Deployment Processing Center)*
- *Operate an automotive apprenticeship program in cooperation with the State Rheinland-Pfalz*
- *Operate the cann point.*
- *Special Missions like GWOT and off-site repair support,*



SPECIAL MISSIONS

Excellent maintenance at MAK also extends to missions deemed "Special" due to their complexity, singularity, and/or innovative technologies. These special missions are in addition to our regular mission.

As an example, MAK provides a contact team to perform inspections on army equipment at Kuwait City, modifications on M1 tanks, European wide and support deployments throughout Germany . Furthermore MAK was the only repair facility in Europe performing refurbishment on Up Armored HMMWV's. These vehicles are utilized to support the Iraqi and Kosovo troops.

Our welding and machine shops are permanently challenged with fabricating and manufacturing items, which are no longer procurable or have such a unique complexity that fabrication of a prototype is required.

We remain flexible to respond to ever changing contingency requirements.



UNIQUE CAPABILITIES - MAK AREA

Kaiserslautern East

- Overhead lift capacity in 3 of 4 maint shops; highest capacity: 30 tons
- Heavy and light duty frame straightener (this includes a laser system for measuring frames and axles).
- 5 computerized engine dynamometers
- 5 computerized fuel pump/injector test stands
- 5 computerized fuel/hydraulic test stands to perform DLR tests.
- 2 heavy duty transmission test stands
- Battery Shop
- 2 final drive test stands
- 4 generator test stands (max. 500 Amps)
- Large allied trade shop (computerized lathes, aluminum welding equipment, fabricating equipment, and repairing mission casting)
- Test cell for M1 power packs
- Test cells and special equipment to repair reefer units
- Transfer test stand etc.
- M 1 Oil pump test stand



CAPABILITIES - ROB AREA

Kaiserslautern West

- Overhead lift capability to run engine production lines (2-5 tons)
- 4 computerized engine dynamometers
- Small allied trade shop (capable of overhauling crankshafts, camshafts and performing minor machine work)
- 1 computerized injector test stand
- Modified Test stand for cooling pumps



QUALIFIED SPECIALISTS ENSURE **QUALITY**

We are proud of our highly trained, skilled, stable and motivated workforce. We have approximately 80 different job skills. Some of which consist of engineer technicians, master mechanics, electricians, welders, machinists, drivers, supply specialists and clerks. All our employees are very professional and friendly.

Our workforce possesses the knowledge and education to accomplish complex projects not necessarily associated with our normal daily mission.

The workforce is multi-national and includes 12 different nationalities. The majority are German, so this is the most widely used language.

At least ninety percent of the workforce successfully completed an apprenticeship program of 3 to 3 1/2 years in all trades mentioned above. Most employees continuously receive on the job training and attend civilian training on their own.

Our employees continuously look for ways to improve our services and products through total quality management, Army Ideas for Excellence and process certification.

Our superior maintenance standards are reinforced through continuous facility modernization, process improvements, and the operation of specialized and partially self-designed and manufactured test equipment. Highly skilled and trained employees developed this standard.



ALWAYS A STEP AHEAD

To recognize the signs of the time is not enough. A modern company like MAK has to be a trendsetter. MAK demonstrates customer satisfaction, quality, safety and environmental protection. MAK continues to grow with technological improvements and training of personnel.

On 24 August 1999, we became the first Army maintenance activity ISO 9002 certified. In 2003 we were ISO 9001:2000 certified. Securing ISO certification is considered a milestone. A comprehensive quality management system is linked to a cycle of continuous improvements.

Our prime concern is not only to optimize these individual aspects, but also to integrate them into an acceptable overall concept. Teamwork is a priority for our employees. The team learns and develops the solutions for the future. They also tackle and solve complex tasks.

MAK will certainly keep up with the time and as one big team, accept all upcoming challenges in the new century.



WHAT YOU WOULD EXPECT FROM MAK

We have a certified and living Quality Management system (ISO 9001:2000).

It is our highest and foremost goal to fully satisfy our customers.

MAK's commitment to maintenance superiority and total quality management ensures that quality is incorporated into every item we repair. Quality is only possible through the total efforts of all our employees. Each employee assumes responsibility for the quality of their work.

Devotion to customer care and service drives us to the highest standard of excellence and quality possible. Proved by our low return rate of deficiencies on any equipment repaired by MAK.

This results in "reliable equipment for customers at a competitive price". Only the activity, which provides the highest quality and timeliness at the lowest cost, is ready to face the increasing challenges of successful competition.

MAK's expertise in servicing, maintaining and repairing equipment is recognized by the United States Military and the German Bundeswehr.

We provide a 6 month warranty for every repair performed and guarantee to be on site within 48hour on each warranty case..

We look forward to have the opportunity to serve you.



HOW TO GET SOMETHING DONE AT MAK

Call any of the following key personnel to get all desired information:

Director

0631-414-3510, DSN 483-3510

Deputy Director

0631-414-3515, DSN 483-3515

NCOIC

0631-414-3520, DSN 483-3520

Quality Manager

0631-414-3517, DSN 483-3517

Production Engineer

0631-414-3518, DSN 483-3518

Environment Prot & Safety Spec

0631-414-3529, DSN 483-3529

Chief, Maint Insp Div

0631-414-3509, DSN 483-3509

Chief, Comp Rep & Cann Point Ops (ROB)

0631-536-6097, DSN 493-6097

Gen Fmn, Comp Rep Div

0631-414-3584, DSN 483-3584

Chief, Maint Sup Div

0631-414-3530, DSN 483-3530

Gen Fmn, Tact Veh & Gen Eq Rep Br

0631-414-3580, DSN 483-3580

Gen Fmn, Hvy & Tr Veh Rep Br

0631-414-3570, DSN 483-3570

Gen Fmn, Whe Veh & Allied Trade 0631-414-3590, DSN 483-3590

Chief, Apprentice Shop

0631-411-8435, DSN 483-8435

Chief, Motor Pool Ops

0631-411-7559, DSN 483-7559

Chief, Admin

0631-411-8490, DSN 483-8490



You can reach us Monday thru Friday from 0715 thru 1555hrs

Fax # 0631-414-3514 or DSN 483-3514

Mailing Address:

General Support Center-Europe

Maintenance Activity Kaiserslautern

ATTN: AERSC-MAK, Mailbox 3106

CMR # 429

APO AE 09054

MAK PROUDLY PRESENTS OVER 50 YEARS OF MAINTENANCE EXCELLENCE

✓ **ISO 9001-2000:**

- **Initially Certified - FEB 2000.**
- **Recertified - FEB 2003**



✓ **AAME Award Winner / Runner up:**

FY 00 - US Army Europe - Large

FY 01 - US Army Europe - Large

FY 02 - US Army Europe - Large

FY 03 - US Army Europe - Large

FY 03 - DA Army winner - Large



✓ **TACOM Special Repair Authorization:**

- **Certified APR 1998**
- **Recertified SEP 2002**



Our Quality Goal – 98%
FY 03 / 04 Quality Performance – 98.5%

MAK's
ROAD AHEAD

PROVIDER OF CHOICE
MAK

- Analyze skills vs. requirements
- Train personnel where necessary
- Invest where ROI is available
- Innovative Labor management
- Integrate with national providers
- Further insertion of technology

MAK's **CUSTOMER FEEDBACK**

Find our Interactive Customer Evaluation (ICE) site:

Double click here or type in <https://ice.disa.mil/>
Search for MAK



“It drives like a Cadillac.”



**“If you didn’t tell me it was the same truck,
I wouldn’t have believed it.”**

**“There’s no more
corrosion from
battery fluid or
leaking. It looks
nicer and runs
smoother. To say
it’s the best vehicle
I’ve seen, is an
understatement.”**

